

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2015

Docket No. ACR2015

CHAIRMAN'S INFORMATION REQUEST NO. 3

(Issued January 14, 2016)

To clarify the Postal Service's FY 2015 Annual Performance Report and FY 2016 Annual Performance Plan,<sup>1</sup> the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than January 21, 2016.

1. Please refer to Library Reference USPS-FY15-38, PDF file "FY15-38 Preface.pdf." Section I.C contains the following table reproduced below:

Survey Type	Time Period*	Number of Surveys Initiated	Number of Surveys Received
Business Service Network (BSN)	Oct-Sept FY15	21,933	4,343
Point of Sale (POS)	Oct-Sept FY15	1,154,499,008	870,501
Delivery (Residential)	Oct-Sept FY15	2,148,428	38,034
Delivery (Small/Medium Business)	Oct-Sept FY15	3,567,025	40,601
Customer Care Center (CCC)	Oct-Sept FY15	1,280,652	111,227
Large Business Survey	July-Sept FY15	Panel Based	835

\* Time Period – Time period of sample.

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<sup>1</sup> The FY 2015 Annual Performance Report and FY 2016 Annual Performance Plan are included in the Postal Service's FY 2015 Annual Report. See Library Reference USPS-FY15-17, December 29, 2015, at 11-28 (FY 2015 Annual Report).

- a. Please provide the Large Business survey time period using months and calendar years (e.g., July 2014 to September 2015).
  - b. Section I.C describes the Business Service Network, Point of Sale, Delivery, and Customer Care Center surveys. Please describe the Large Business survey with a similar level of detail as these other surveys.
  - c. The table states that the Large Business survey is “Panel Based.” Please explain what this means and describe how the Large Business survey panel sample was selected.
  - d. Please explain how the Large Business survey customers differ from the Business Service Network survey customers.
  - e. Please provide the number of Large Business surveys initiated during the time period.
  - f. Please describe how the Large Business surveys are administered.
  - g. Please explain why the Large Business surveys are not included in the Customer Insights program.
2. Please provide an Excel file with disaggregated survey responses for each of these six surveys: Business Service Network, Point of Sale, Delivery (Residential), Delivery (Small/Medium Business), Customer Care Center, and Large Business. For each survey, please provide the individual survey responses, the most disaggregated available geographic indicator of the respondent (e.g., ZIP+4 code), the survey completion or transaction date, and the individual survey record-level sample weight (where applicable). The Excel file “ACR2015\_CustomerSurveysRespondentsResponses.xlsx” filed with this CHIR provides examples of how to present the requested data by customer survey for each survey respondent.

3. For each survey listed in question 2, please specify the precision level for the lowest geographic level (e.g., ZIP+4 code) and smallest time period aggregation (e.g., monthly, quarterly, annual) for which survey performance results can be calculated.
4. Please refer to the table on page 17 of the FY 2015 Annual Report. Please provide FY 2015 targets for each row under “Customer Insights.”
5. In FY 2015, the Postal Service replaced the Voice of the Employee (VOE) survey with the Postal Pulse survey. FY 2015 Annual Report at 18. In its FY 2014 Analysis, the Commission stated “the Postal Service must either provide the FY 2015 result from a VOE survey conducted in FY 2015 (if available) or provide the FY 2015 result for the new Postal Pulse survey performance indicator and explain how to compare results of the old VOE survey and new Postal Pulse survey performance indicators.”<sup>2</sup>
  - a. Please provide a copy of the Postal Pulse survey.
  - b. Please provide FY 2015 result(s) and FY 2016 target(s) for the Postal Pulse survey.
  - c. Please describe the methodology for calculating performance results for the Postal Pulse survey, and explain how to compare the results of the VOE survey and the Postal Pulse survey.

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<sup>2</sup> Docket No. ACR2014, Analysis of the Postal Service’s FY 2014 Program Performance Report and FY 2015 Performance Plan, July 7, 2015, at 39 (FY 2014 Analysis).

6. The Postal Service states that in FY 2016, “a revamped delivery survey will provide more visibility into the customer’s experience with mail delivery ... .” FY 2015 Annual Report at 17. Please describe the differences between the FY 2015 and FY 2016 Delivery surveys, and explain how to compare results between FY 2015 and FY 2016.

By the Acting Chairman.

Robert G. Taub